

Job Description – Registered Manager (FAC)



Job Title: Registered Manager – Family Assessment Centre

Location:

Reports to: Regional Director

Responsible for: All Staff within the Service

Job Purpose:

To exercise strategic and operational leadership to ensure the full development of the vision for the Service, its promotion and continuous improvement. To take full responsibility for the operational and financial performance of the Service, ensuring a safe and secure environment for all whilst adhering to Ofsted regulations.

Key Stakeholders:

Internal:

- Board Directors
- Divisional SMT
- Regional Director
- Heads of Service with the central team including HR/PCS/L & D
- Staff at other Acorn Education and Care Services
- Central Office Staff
- Group/regional clinical and wellbeing teams
- Group Professional Team
- Fostering colleagues

External:

- Service Users, their relatives, advocates and others
- Placing Authorities and Service Providers
- Regulatory Authorities
- Local services – statutory, voluntary and community
- Courts, their representatives and other professionals
- External Service providers

Key Responsibilities:

Service Development

- Exercise the key leadership role for the Service on a daily basis and to pursue the development of the agreed strategy for the service
- Oversee and monitor the daily support of the service users, monitoring all legal requirements.
- Work effectively with the Board, divisional SMT and group-wide support services to develop the detail of the strategy
- Utilise personal expertise, experience and contacts to inform the development of the strategy and ensure that it meets service commissioners' identified priorities in the most effective manner

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- Attend and provide information as required to Senior Management meetings
- Work to promote the service as a valued, professional asset within its community. Ensure that all staff conduct themselves at all times in a manner that reinforces this image
- Work with the Board, divisional SMT and wider group to identify opportunities for the improved performance of the service and to identify opportunities for future developments
- Coordinate the contribution within the service to the development of new projects.
- Utilise the support service offered by the group by ensuring each departmental/discipline lead is connected to key contacts in their area within the group

Service Marketing and Promotion

- Work, with the support of the Board, group Professional Team, and external advisors to enhance the profile and credibility of the service, both regionally and nationally, to Placing Authorities, families, professionals, and the general public
- Assist in the preparation and regular review of high quality, effective marketing materials
- Participate in promotional campaigns to fill and maintain full occupancy of the Service
- Assume overall responsibility in developing and maintaining positive commissioner relationships to proactively generate referrals and maintain steady occupancy levels.

Quality

- To ensure that appropriate standards are maintained, especially in relation to care and clinical programs for all Service Users, in accordance with company policies.

Specific areas include:

- Care Standards Act 2000 – specifically, the Residential Family Centres Regulations 2002
- Health & Safety – environmental health, food, fire, risk assessments
- Key aspects of the Company Policy Framework
- Standards of maintenance, decoration, cleanliness and grounds
- Arrange service review on a monthly basis providing an action plan as required
- Full and appropriate response to all reports/requirements of external regulators
- Frequent care checklists
- Governance of the service
- To ensure the service consistently meets, or exceeds, the national minimum standards for Family Assessment Centres, as outlined by Ofsted.
- To ensure Regional Director is kept accurately informed of service developments, progress and critical incidents in line with Group reporting processes
- To ensure Regional Director is aware of, and in agreement with, developments of service
- To be continually aware of risks and opportunities which may impact on the service from outside the group

Service Delivery

- Take personal responsibility for the management of the referral, assessment and admission process with the support of the local Senior Management Team and group Central Office Team

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- Facilitate the delivery of an integrated and complimentary care, assessment and clinical service
- Ensure the service reaches and maintains a high quality of service delivery throughout all its operational functions
- Define and set the culture within the home so that it's aligned with groups vision, mission and values
- Lead and ensure effective collaborative work between Care and Clinical teams to secure consistent high quality service delivery resulting in the best possible outcomes for our service users
- Where appropriate, liaise with internal care services and the management teams within them
- Where appropriate, liaise with internal fostering colleagues to facilitate delivery of our 'step down' model
- Support the Clinical lead to ensure clinical resources are effectively utilised to support assessment, care and social outcomes
- Take overall responsibility for the staffing of the service to ensure a safe and compliant 24hr service is delivered, with minimal use of agency support to achieve this
- Utilise the support of the group facilities team to ensure the effective co-ordination of maintenance, development and refurbishment work. Ensure the integrity of the property and grounds are kept to the highest standards
- Work collaboratively with Senior Professional colleagues, and within National and group Standards, to ensure that care, professional and general support services are structured, staffed, trained and operated to deliver high quality, individually tailored programmes to meet the needs of each service user
- Develop and maintain arrangements for consultation of service users individually to take their views into account
- Lead the overall direction in formulating and implementing the Service's Annual Development Plans
- Identify training needs related to the annual Workforce Development Plans and ensure the development and operation of a programme of CPD for staff, therefore maximising performance and identifying future leaders
- Ensure the operation of all services in accordance with Group policies, agreed performance targets and within agreed budget
- Ensure best possible use of resourcing and budget to provide best value, whilst securing outcomes for all service users
- Take responsibility for and ensure delivery of fully compliant and accurate records associated with the delivery of the service, included any regulatory requirements or standards

Service Outcome

- Ensure effective intervention, assessment and care is delivered for each individual service user/family
- Initiate and maintain the highest standards of review and transitional planning, throughout the time a service user is placed with the service, as required to lead to a final successful move-on for all
- Monitor the progress of all service users and co-ordinate and oversee appropriate action should any appear wrongly placed or not achieving expected aims
- Monitor and report on the success of the service in achieving outcomes as a whole for all service users to inform accurate self-evaluation of the service

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- Work with internal/external partners and assume overall responsibility for the smooth transition of service users entering and exiting the service.
- Ensure the service achieves and maintains a positive reputation for delivering successful outcomes

Staff

- Directly line manage, support and ensure the health and wellbeing of a number of key roles within the service, ensuring they exercise their responsibilities in full.
- To work effectively with relevant managers/senior roles to ensure that their function and operational responsibility within the service meets the agreed expectations and requirements of the service.
- Raising awareness of Company policies and procedures and standards set by the Regulatory Body to staff.
- To ensure that staff fully and legally comply with standards set by the Regulatory Body and adhere to published Company policies and procedures.
- Provide regular supervision and annual appraisals in accordance with Company policies and standards set by the Regulatory Body.
- Conduct Return to Work meetings for direct reports manage sickness and absenteeism in accordance with Company policy.
- Ensure that managers carry out supervisions, probation reviews, annual appraisals, return to work meetings and manage their staff in line with Company policy and standards set by the Regulatory Body.
- Ensure that managers conduct regular team meetings in line with Company policy and standards set by the Regulatory Body.
- Delegate responsibilities based on competence of staff and needs of the Company and review in order to promote teamwork and communication.
- Work in conjunction with senior colleagues to ensure that staff with appropriate qualifications and experience are recruited and maintained to the standards expected, at all times, in accordance with group policies.
- Ensure that all new staff complete a full induction to agreed company and regulatory standards.
- With the support of the Group Learning and Talent Division, ensure that staff receive specialist training as required for company programmes
- Develop and maintain systems of leadership and delegation management and review in accordance with company policy, which promote teamwork and communication
- Ensure that staff exhibit the values set out by the Company and uphold standards of behaviour in accordance with Company policies and professional standards

General

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Reports issues and/or incidents relating to staff and Service Users that have arisen promptly to the relevant Board members and Responsible Person

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- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company
- To work to and exhibit the vision, mission and values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

The above serves as a guide and is not exhaustive; all staff are expected to undertake other duties and projects as may be reasonably required by the Regional or Managing Director.

I have read through the job description and agree to perform the duties as outlined above

Job Holder's signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the OFG Group

Name: _____

Title: _____

Signed: _____

Date: _____

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PERSON SPECIFICATION

	Essential	Desirable
Experience		
Extensive experience of working with adults/families, preferably in a residential environment	✓	
Proven track record of setting up Ofsted registered services and gaining good/outstanding inspection outcomes	✓	
Experience of leading/managing a service similar to a Family Assessment Centre	✓	
Awareness of early year's development and dynamics of family relationships	✓	
Experience of delivering/overseeing the delivery of parenting assessments	✓	
Experience of managing budgets effectively and ensuring cost efficiency	✓	
At least 5 years' experience of managing a large multi-disciplinary team Inc. Social Workers, therapists and support staff		✓
Proven track record of improving or maintaining high levels of delivery and outcomes for service users	✓	
Experience of developing and maintaining relationships with external partners	✓	
Experience of managing conflict and working with adults/CYP who are in a state of distress	✓	
Evidence of continuous professional development related to service area	✓	
Skills, Knowledge and Aptitudes		
Good knowledge of people management practices	✓	
Effective leadership skills	✓	
Ability to work independently and as part of a team	✓	
Ability to motivate teams and individuals	✓	
Able to flex and adapt to unexpected situations as required	✓	
Effective communication skills, verbal and written	✓	
Good IT skills	✓	
Good organisational and time management skills	✓	
Good knowledge of Safeguarding procedures	✓	
Good knowledge of the relevant Regulatory Body regulations	✓	
Strong commitment to providing outstanding care and delivering the best possible outcomes for all service users	✓	
Qualifications and Training		
Level 5 Diploma in Leadership and Management	✓	
Social Work/therapy Qualification		✓

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Undertake relevant group induction training on commencement ✓

Other

Commitment to the vision, mission and values of the organisation ✓

Driving licence ✓